

CONNECTION

L I B R A R Y O F C A L I F O R N I A

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Introduction to this Special Issue of *Connection*

This special issue of *Connection* illustrates some ways the California State Library (CSL) is evolving into the 21st century's definition of a responsive library - an active organization that customizes its programs and collections to attract patrons. The challenges that the CSL is facing in providing services to the 21st century clientele are faced by all state libraries across the country, as well as by all of California's library community whether public, academic, school or special libraries. All libraries must be relevant to today's clients. Despite its 150 plus years of dignified history as an information resource for California government, despite its holdings of California's most precious textual and iconographic treasures, the California State Library, like all libraries, cannot rest on its laurels. This issue is intended to give California's library community an overview of new and innovative services being initiated by the CSL. The overview is provided both so that you are aware of services that may be of direct assistance to you and to describe some programs and service approaches that you may want to consider adapting for use in your own library.

The CSL no longer waits for patrons to make the first move. Instead, the library, through research, formal and informal surveys, and innovative, even daring, brainstorming and teamwork, anticipates the questions of its largest client, California government. The California State Library provides databases, research and tools whose content is shaped *before* the client asks for it, a paradigm shift which saves time and makes the client look good.

Less visible but equally essential, the CSL has improved Internet access, strengthened electronic security, enhanced the integrated



online library system, and increased training opportunities. CSL staff goes to classes in word processing and computer skills, in online database searching and Internet resources, and in specialized programs such as legislative process and database contracting.

The articles in this issue are by CSL librarians and researchers and show how the California State Library is anticipating and addressing clients' needs. Some of the writers work in the State Library Services bureau, some work in the California Research Bureau, some are managers, some are staff - all care deeply about the CSL and how it is preparing itself for this new century.

Connection staff is proud to present this issue as a source of ideas and service concepts for other libraries to consider for their own 21st century library clients.

Helping people find their way in the e-Government maze

By Kristine Ogilvie

Manager for Government Digital Initiatives,
Government Publications Section,
California State Library

Laura just arrived in California from the East Coast and had to enroll her daughter in school, get a state driver's license, and register her car and her dog. In addition, Laura had to find out how to start a business in California and figure out which business taxes she had to pay and to which of the over 200 state agencies she had to pay them.



Thanks, in part, to the California State Library (CSL), there is one place on the Internet where people such as Laura can find fast answers about the state's labyrinthine bureaucracy:

the California Home Page. On the state's portal, or home page, *MyCalifornia* (<http://www.my.ca.gov>), are nine subject modules that CSL librarians have created to help anyone find the government information they need quickly, understandably and at any time.

In late 2000, the Governor's e-Government team (e-Team) asked CSL staff to help develop the new California state government portal, *MyCalifornia*. The e-Team asked for a series of nine subject modules: Education and Training, Business, Health and Safety, Consumers and Families, Labor and Employment, History and Culture of California, Travel and Transportation, Environment and Natural Resources, and Government. CSL staff had to create virtual collections of the best online government information that also anticipated people's questions - no small task.

Creating a Map for the Maze

As the staff began to research and get a feel for the home page's customers, the staff saw immediately that California has an enormously diverse customer base! Visitors to the portal included not only California residents, but people from around the world. The subject modules had to be easy to navigate. Our descriptions to the links had to be in clear, direct language, not in abstract "government-ese."

Culling and assimilating data, the CSL team members scurried like Lewis Carroll's rabbit, worrying they might be late for the very important date: the Governor's State of the State Address, a mere 120 days away.

The team went to it with a goal to make life easier for everyone! To discover the types of information people were looking for, librarians around the state were e-mailed asking what questions related to government they received on a regular basis and what information was hard or impossible to find. To make the modules as useful as possible, staff spent time with subject experts at CSL's California Research Bureau as well as at other state agencies. They went to any length to discover what information should be in the nine modules. One librarian even talked to people waiting in line at Safeway, on the bus, and at a concert to find out what government information people wanted.

The state's director of e-Government recognized the CSL's effort. In a national magazine, the director said "the librarians did the 'heavy lifting' in developing how content would be presented on the site ... [and that] the librarians had been so crucial to the early roll-out of the portal that their services have become integral to the future of e-Government in the Golden State."

While still in its early development, *MyCalifornia* received the 2001 Best of the Web award for state government websites from the Center for Digital Government and *Government Technology* magazine.

More importantly, *MyCalifornia* is used. Its one million hits a day guide people to millions of pages of information in the widely-used *ca.gov* and *state.ca.us* domains. In a survey last year, it was the only non-federal website in the top ten most heavily used government sites in the country.

Work in Progress

The nine modules are a continual work in progress. CSL staff continue to improve and update the modules by adding new information, repairing links that no longer work, and reorganizing the information contained in the modules. For example, a section on investor education in the Consumer and Families module was recently added, and Spanish language links to information have been added whenever they are available.

The CSL did not work alone - without the help of librarians around the state, the nine subject modules on *MyCalifornia* would not be the success that they are.

So what happened to "Laura?" She is now happily running her small business in California and continues to visit *MyCalifornia* whenever she needs to find her way through the maze of e-Government.

Quality information to the desktop

By Suzanne Grimshaw

*Librarian, State Information & Reference Center
California State Library
and*

Aimee Sgourakis

*Librarian, Braille & Talking Book Library
California State Library*

"Can I locate full text articles about after school programs through your library's web catalog? Our department has a meeting this afternoon and I need a few relevant articles."

"The senator is preparing for a radio talk show this weekend and would like newspaper articles on medical marijuana during the last year which have appeared in California newspapers. How can I get news articles through my PC?"

California government researchers, analysts and legislative advisors - people who must keep up with information in their fields of expertise in order to perform their jobs - need answers to questions such as these on the spot. As the 21st century has sped along, California's leaders have come to expect instant answers from their staff who do the empirical legwork and research for the state. The staff, in turn, has come to rely on the government's comprehensive research center, the California State Library (CSL), when questions and projects filter down from on top.

So, the state's researchers and analysts recently told CSL librarians that they wanted to access information resources without leaving the office - they wanted to be able to look for answers at their desks. In response, an Electronic Resources Team of librarians at the CSL reviewed full text, electronic databases that would appeal to the wide range of state government public policy interests which include education, health, labor and social services. The team recommended purchasing the following electronic databases: EbscoHost, NewsBank, Rand California (Rand Corporation), and Counting California (University of California). The team chose these databases to fulfill the need for: 1) a broad range of scholarly, full text journal articles in many disciplines including business, computer sciences, education, engineering, ethnic studies, health, and social sciences (EbscoHost); 2) electronic coverage with daily updates for over 140 newspapers throughout the United States, including major California newspapers such as the *Los Angeles Times*, the *Orange County Register*, the *Sacramento Bee*, the *San Diego Union Tribune*, the *San Francisco Chronicle* and the *San Jose Mercury News* (NewsBank); and 3) California statistics covering civil and criminal justice, education, environment and energy, health, international policy, labor markets, national security, population and regional studies, science and technology, social welfare and transportation (RAND California and Counting California).



While creating gateways to online databases is now part of the standard responsibilities for most libraries, the CSL's model to "roll-out" the databases to state agency officials and staff is somewhat different. The director or assistant director from the CSL's California Research Bureau contacts a top-level manager - the director or deputy director or secretary of a state agency - to introduce the new database service. CSL librarians work with the agency's information technology staff to arrange easy access for agency staff through Internet Protocol (IP) filtering so that no passwords are necessary and access is promoted through the agency's intranet.

Partnering with agency librarians when possible, Electronic Resources Team members visit the state agency to provide demonstrations and distribute information packets. Rollout of the databases to California state government desktops officially started in January 2002, beginning with the Governor's Office, and the State Senate and Assembly. Presentations to the Department of Finance were a real success. Fifteen percent of their staff came, including the chief information officer, several managers and lead researchers. Next came the Judicial Council. Current targets are the California Resources Agency and Health and Human Services Agency, both with many departments.

Response from state government researchers, analysts and legislative staff to journal and newspaper articles and statistical data delivered directly to their desktop computers has been overwhelming. One agency librarian stated, "We are thrilled to have these terrific research tools at our disposal. It is a great benefit to state employees." A government researcher was surprised when within minutes he was able to print a journal article he needed that day. Since the CSL did not own the journal, it would have taken days to obtain the article through interlibrary loan. Library staff have received many favorable remarks about the newspapers database including, "I enjoy using it," "It's easier to use than the Internet," and "I don't have to weed through screens to find the news story I need."

Managers and administrators are calling the CSL to ask if their departments can be given priority in the roll-out. The California State Library is delivering quality information to the desktops of state officials and staff at a time when all of us in state government are forced to make critical decisions with fewer resources.

New models of library services: California's family agencies

By Sabah Eltareb

*Senior Librarian, California Research Bureau
California State Library*

Listening to what state government officials and staff want is critical in understanding how well existing services work and in identifying additional services that are wanted. Finding ways to develop and support new models of service becomes the challenge.

One of the California State Library's (CSL's) new team projects is with the Child Development Policy Advisory Committee (CDPAC) and the California Children & Families Commission (CCFC). The project embodies the CSL's commitment to 21st century-style customer service and innovation.

CDPAC and the CCFC approached the CSL because each of those family-centered agencies had information and library service needs focused on helping California's families - needs that went beyond support that the CSL was able to offer with existing resources. The agencies wanted to make research easier and quicker for employees who needed resources on children and families. Developing independent in-house libraries would not have been as effective as building upon specialized library services to support public policy that the CSL had been building in the last decade.

CSL staff listened carefully to both CDPAC and CCFC and came up with plans that would serve each of the agency's specific information needs. Each agency contracts with the CSL for additional services and collections specific to their needs. In turn, each agency gets a team, not just an individual.

As part of that plan, CSL reference

team members meet regularly with CDPAC's and CCFC's staff when the family agencies are developing projects. To get a feel for the kind of work CDPAC and CCFC do, CSL team



members immerse themselves in children and families' issues and observe how the CDPAC and CCFC specialists solve problems in the family services field. By attending and participating in family services-related meetings, conferences and workshops, and by subscribing to the profession's listservs, publications and memberships, CSL reference team members increase their subject matter expertise.

CSL team members also assist with agency project research needs. They provide background information, reviews and literature searches in commercial databases. They consult with a variety of experts, and monitor the field constantly. To date, team members have, among other accomplishments, helped CCFC staff with their school readiness initiative, quality child care project, child care workers' retention initiative, as well as with principles of diversity and model language, and early brain development research.

The CSL team's work has led to an electronically distributed alerting service that anticipates CDPAC and CCFCs' questions. The CSL sends annotated bibliographies of current research, studies, articles, books, and other resources, to CCFC staff weekly and to the CDPAC staff and its advisory body monthly.

Because they work closely with CCFC staff, CSL team members don't waste money in the collection development process: all the materials are useful and understandable because CSL team members know what listservs, journals, and websites work best for the family services professionals. As of this writing, the CSL has obtained over 1400 items for CCFC. Further, the CSL has cataloged and integrated these materials into the CSL online catalog and housed them in CDPAC and CCFC to be more easily accessible for the agencies' staff.

Though the CSL has worked on these projects for the past few years, the current reference team consists of: Althea Lee, library technical assistant in the Catalog Section; Christine Spry, library technical assistant in the State Information & Reference Center; Vera Nicolas, librarian in the State Information & Reference Center; Lisa Foster, research program specialist in the California Research Bureau; and Sabah Eltareb, project lead. Other CSL staff members have assisted as needed. Coming together to work on these projects has been a rewarding endeavor, allowing librarians to test new ways of working and providing library services.



The California Trainers project

By Vera Nicolas

*Librarian, State Information & Reference Center
California State Library
and*

Carolyn Zeitler

*Librarian, California Research Bureau
California State Library*

In the 21st century, the California State Library (CSL) is joining with fellow California agencies to create programs that draw on each agency's strengths. One of the strongest partnerships to evolve has been that between the California State Training Officers, a group of state training professionals, and the CSL. Together, the two agencies are improving the classroom training vital for keeping government employees abreast of 21st century technological and procedural changes in the work-place. By blending the library's information services with the training officers' field expertise, the two agencies are enabling government employees to excel in their fields. And when government employees excel, the state of California does too.

State trainers, the "teachers" for state employees, have a large (and engaged) audience. Through well-attended workshops and seminars on topics such as "leadership" and "workplace violence," the trainers regularly interact with hundreds of motivated people from every state agency.

And because they are the government's key information providers, CSL staff members, like state trainers, also serve hundreds of state employees. But library staff aren't in the field. CSL staff are in a library branch, or, behind the scenes, at the helm of the CSL's search engines and databases. Until a state employee needs to fine-tune an online search or ask a plain old research question, he or she rarely interacts with a member of the CSL team, and rarely experiences how easy it is to do on-the-job research with the State Library.

Or so it was until the CSL started working with the State Trainers and formed the CA-Trainers Project.

Creating the CA-Trainers Project

Creating a partnership between two diverse state agencies requires a lot of work, but Vera Nicolas

and Carolyn Zeitler, lead librarians for the CA-Trainers Project, embraced the challenge. The two librarians read training literature. They monitored the California State Trainer's on-line "discussion group." Nicholas and Zeitler attended the trainers' quarterly meetings. The trainers, in return, were delighted that the library was interested in their information needs, which included such diverse topics as "succession planning," "needs assessment," and "team building."

Once the project was established, Zeitler and Nicholas, by continuing to attend meetings and making themselves known and available, affirmed the library's commitment to the trainers. After six months, Zeitler and Nicholas, were asked to talk about the CA-Trainers Project at the Department Training Officers' quarterly meeting. They solicited input from trainers to help create booklists of materials that are available at the CSL, and they opened their ears to what the trainers really needed to make their jobs more effective.

The Employee Training and Development collection

The Employee Training and Development collection at the California State Library is the information resource for the CA-Trainers Project. CSL librarians collect material in areas of management, leadership, mentoring, coaching, diversity and team building, to name just a few.

The collection is extensive and on target because the trainers communicate their needs to the librarians through the ca-trainer's listserv, and by email, telephone, and in person. Likewise, the trainers know about new collection materials because the librarians inform the trainers using the same communication methods. New items are posted on the trainer's listserv and within minutes of posting, the circulation desk receives calls. To further strengthen the communication vital to the CA-Trainers Project, the CSL has added a special link to its web catalog for the Employee Training and

Please see The Trainers Project, page 9

California Native American public education program

By Roger Dunstan

*Assistant Director
California Research Bureau,
California State Library*



The California State Library (CSL) is embarking on a program that will help educate all Californians about the history, achievements, and contemporary

life of California's American Indians. The CSL initiated this project after Governor Gray Davis signed SB 41. Senator Dede Alpert and Senator Jim Brulte authored the legislation.

The Senators believed the legislation was needed because the nature and circumstances of California's American Indians are not well known to their fellow citizens. Most elementary school students are exposed to an inaccurate picture of California's Indians during the California Missions period, and the remainder of their history, culture, and society are not well known. This ignorance is not surprising given the complexity of the story. The story of California's American Indians is complicated by the great variety of tribes and diversity of their history combined with the catastrophic impact of European-Americans on the tribes.

Some of the unique and interesting aspects about which the CSL hopes to educate Californians are:

- The sovereign nature of the tribes. Federally recognized tribes are sovereign governments much like the states, and both the state and local governments must interact with them on a government-to-government basis.
- The amazing cultural diversity of California's Indians. California was home to approximately one-third of all American Indians prior to colonization. The state had about 100 language groups and is still home to the largest number of federally recognized tribes.
- There are significant differences in terms of language and culture between California Indians and the American Indians in the rest of the country.
- Despite the persecution and hardships suffered by California Indians since European settlement, Indians today are a vital part of the diverse ethnic fabric in California.

The CSL wants to make available resources to educate all Californians about the distinct nature of the tribes. The aim is to accomplish this through several initiatives. The legislation directs CSL to provide curriculum for grades K-12. Although students are already taught about California Indians, this effort will provide materials and resources that

provide a truer picture of contemporary California Indians and more accurate depiction of the history of California's Indians. Making the material accessible will increase the knowledge, even among California's Indians, who may not have the knowledge of their own tribal customs and history.

The CSL is also launching a website, another directive from SB 41. This website will be an important adjunct to the curriculum, but will also be much more than an on-line resource for K-12 education. Among the information that could be placed on the web page are the following:

- The government-to-government relationship between the tribes and state and local governments. This will be a useful resource for educators and government officials who need to learn more about this special relationship.
- General social, demographic, and economic data about California Indian Nations. The CSL will create an on-line information database for each federally recognized California Indian Nation. This database will bring together social, health, education, demographic, economic, governmental, language, historical, cultural and geographical information about each tribe.
- The culture and history of California's American Indians. A significant portion of the State Library's California Indian Library Collection (CILC) will be digitized. The objective is to provide information that will assist the tribes, the general public and school children to respectfully appreciate these materials and the rich cultures they represent.
- Tribal information. The CSL will work with individual tribes to develop tribe-specific materials. These may include building collections of tribal photographs, art and other materials which bring together the rich tapestry of California Indian cultures as well as detailing the efforts that tribal governments are making today to represent their citizens.
- K-12 education. The web page will support the broader goal of SB 41, that California children in grades K-12 should be better informed about the unique identities and cultural contributions of our California Indian tribes.



Please see American Indian Program, page 7

Fiche to e-Files

By Brent Miller

*Supervising Librarian,
Government Publications Section
California State Library*

Over the past four decades, the California State Library (CSL) has made a significant investment in the several million microfiche that now comprise over 50% of the library's holdings. This invaluable storehouse of knowledge is fixed in place and, until now, has been difficult for library patrons to read and even more difficult and labor intensive to print. But a recently acquired Mekel microfiche digital scanner, which allows a reader anywhere in the state to have an obscure but important document on his desk minutes after requesting it, has changed all that. It has revolutionized CSL patrons' access to microfiche.

Among the CSL's fiche holdings are complete collections of ERIC, the educational research literature collection, and virtually all U.S. Congressional documents, reports, and hearings. Additional compilations include the National Technical Information Service (NTIS), collected works from the past thirty years, and U.S. Executive branch documents from 1776-1932. Titles from many of these series have previously been identified only through specialized indexes and databases. Now, in the 21st century,

individual bibliographic records are available with the click of a mouse directly through the CSL's online catalog, making the existence of these documents much more widely known.

The Road to Mekel

Before Mekel, when patrons learned a title was available only in microfiche, many patrons left fished information out of their research: it was too much work to access and to read. Further, libraries that requested a microfiche through interlibrary loan in the past, received a copy reproduced on inexpensive, non-archival fiche sheets. To solve these access problems and patron dissatisfaction with the format, staff in the Government Publications Section (GPS) of the CSL began to research digital options.

GPS staff first previewed a single fiche scanner which performed the job well; however, the process was identical to making a paper copy of a fiche image, requiring the user to insert, focus and frame each image on a microfiche sheet. This was not the replacement staff imagined for modern, portable access to the wealth of information contained in the GPS collection.

Further research uncovered the Mekel 565 Microfiche Scanner. Operated by powerful software, and using uncomplicated yet



comprehensive technology, the Mekel automatically loads and unloads microfiche by reproducing images at the rate of barely one second each! Additional software - ARTS Import 2.5 - can convert a one-thousand image folder into one PDF document instantly.

This is the equipment dreams are made of and the CSL's dreams came true in August of 2001, when its own Mekel scanner became operational. GPS staff filled interlibrary loan requests from users by sending a return email with attached PDF rather than the usual fiche copy arriving by "snail mail" days later. The typical patron's response was a jaw-dropping: "I can hardly believe it. Will all our interlibrary loans be delivered this way?" If they're available in microfiche, yes! The CSL has come full circle. Now most patrons prefer microfiche, the content of which may be delivered to their email inbox before lunch.

from page 6 . American Indian Program

- **Community Calendar.** This is an extensive listing of community events from museum exhibits, radio broadcasts, conferences, fundraisers, and powwows. The Community Calendar is already published in Native News, but the online version will be widely available and more frequently updated.
- **Other Resources.** The CSL will partner with other organizations and institutions to expand and link to a broad array of California Indian cultural resources.
- **The commemorative seal.** A bronze cast of the seal of the State of California on the west steps of the State

Capitol has recently been joined by two other seals, one memorializing the history of the Spanish and Mexican eras and the other commemorating California's Indians.

In particular, CSL will be guided by a California Indian Nation Advisory Council that will be appointed by the State Librarian of California. The CSL also intends to consult and collaborate with the State Department of Education, the California Community Colleges Chancellor's Office, University of California, California State University, Native American Heritage Commission, and any other appropriate state agencies.

The California State Library's path to the 21st century

By Gary Kurutz

Director of Special Collections,
California State Library

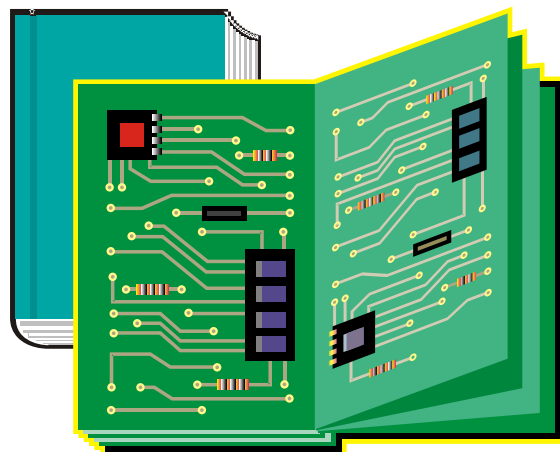
The California State Library (CSL) has been gathering items for over 150 years. And the extraordinary changes that pepper those 150 years have paved the road to the digitized collections and virtual databases which are now the backbone of the CSL.

When the first legislature met in San Jose and established the CSL in 1850, the legislature realized that this new commonwealth was on the extremity of civilization, thousands of miles from the learning centers in the eastern United States. To bridge this knowledge gap, the CSL quickly began to build a collection for the purpose of forming a general research library whose emphasis would be law, government publications, art, science, general works of reference, world history, and of course, California history. Library founders soon realized that they needed to keep track of its collection, and by July of 1850, had already created a catalog of its holdings. The Sacramento *Transcript* reported, "A very handsome nucleus for a State Library has been begun at San Jose."

The collection grew at such a remarkable rate that the library divided into two departments: the Law Department and Miscellaneous Department. In 1855, the library published its first book catalog of its holdings, thus making its resources known to anyone who had an interest. This catalog represents one of the earliest examples of bibliographic resource sharing anywhere in the United States. Proud of its collection, Library Trustees noted: "the library is now an institution that may be visited with profit and pleasure by the historian and scholar."

During the course of the 19th century the library continued to make sound decisions in its effort to serve government and California in general. In 1890, the library started an interlibrary loan program with the University of California and the State Normal schools in San Jose, Chico, and Los Angeles (now the California State University). In 1894, it became a clearinghouse for information on libraries throughout the state with an annual publication on public library statistics. The following year, in 1895, the library became a depository for U.S. government publications, and in 1898, began a dictionary card catalog and no longer relied on published book catalogs.

In 1904, State Librarian James L. Gillis established the Books for the Blind department, Legislative Reference and Statistics Section, and Catalog Department. He also founded



the California History Department for the purpose of documenting the state's colorful past. To further encourage resource sharing, the library established the California Union Catalog, a powerful tool used to facilitate interlibrary loan and statewide reference. In 1906, Gillis started a periodical called *New Notes of California Libraries* that included valuable information for all California libraries. *New Notes* lasted all the way to 1979. Today's online newsletter, *California State Library Connection*, is a direct descendant of this important periodical.

The library's serious commitment to statewide reference on topics concerning California history is illustrated by the acquisition of the extraordinary index created by noted Sacramento area historian Winfield J. Davis. Over the course of 25 plus years, Davis had created an index of more than 60,000 entries on California history derived from newspapers and other documents. Upon his death in 1909, the library acquired the bound volumes with his handwritten index and hired his widow to laboriously type the entries on index cards. Wisely, the library required her to follow standard library subject headings and eliminate duplicate entries. Following hardball negotiations, she was paid a penny a card, and by the time she had finished late in 1910, she had typed over 33,000 cards. The Davis index was integrated into the California Information File creating what is still the most powerful database there is on California history.

The library broadened its horizons when it accepted the gift of Adolph Sutro's famous rare book and manuscript library in 1913. This substantially increased the library's ability to serve the public. Today, the Sutro is known far and wide for offering the largest genealogy and U.S. local history collection west of Salt Lake City. It is the only major collection to loan genealogical materials in California.

Throughout the 20th century, the CSL's collections and services continued to expand and flourish. Service to the blind, becoming a depository for state publications, preservation of California newspapers, indexing, interlibrary loan, acquisition of major historical collections, and excellent reference service to both government and general public set a strong foundation as the library enters the digital age no longer on the extremity of civilization but at the forefront.



Other new projects and developments

- Southern California Photos - California History Room staff have now digitized over 3,000 of the California State Library's collection of rare and unique historical photographs of Los Angeles and Southern California.
- A Permanent Home for the Sutro Library - San Francisco State University and the California State Library are moving ahead on a permanent home for the Sutro Library in the J. Paul Leonard Library / Sutro Library project with selection of an architect.
- Virtual Legal Reference - Witkin State Law Library has joined 10 county public law libraries in offering interactive legal reference for the public over the Internet through the 24/7 Reference project.
- Telephone Access to Newspapers - The Braille and Talking Book Library is sponsoring a free 24/7 access to over 50 newspapers nationally including 7, soon to be 14, California papers for people who qualify for the talking book services.
- Name Authority Cooperative Cataloging - CSL catalogers have just completed a 5-day training course on creating name headings and cross references that will allow the State Library to submit such headings for California government and history to the Library of Congress.
- Award for Current Awareness Service *Studies in the News* - California Research Bureau librarians and support staff received the Outstanding Proactive E-Update Service award for 2002 from the Legislative Research Librarians of the National Conference of State Legislatures.

from page 5. The Trainers Project

Development collection and, in turn, the Department of Personnel Administration has created a link to the CSL catalog on their website.

The 21st Century Video Challenge

As the project was unfolding, it became clear that the trainers needed training videos that visually illustrate the concepts trainers try to teach: change, diversity, communication, and passion for one's work. At first, Zeitler and Nicholas were hesitant. How could the library afford to develop a new collection that at least for the State Library was so specialized and so expensive? How would they be reserved for future use? Would such expensive items be sent through the mail? These were questions that had no precedent at CSL and would require a change in procedures.

The librarians became convinced that if groups of people watched each video at each viewing, then the cost was justified. CSL library staff was involved in helping create and implement a reservation system. A television and VCR were purchased so that the trainers could preview the videos at the library without having to check them out. Trainers

were asked to submit their favorite titles for purchase. The library now has about fifty training videos, which is possibly the most heavily used collection in the library.

Word spread. Staff in the Governor's Office for Innovation in Government heard about the project and included a glowing account in their Innovation-Gram to state officials and employees:

"The most highly effective and valued people in any organization are those who know where to go for resources. One of the best sources of knowledge in state government is the California State Library, which continues to offer new and helpful products and services to help state innovators succeed. Some of the new training books and videos available for loan from the CSL are the enormously popular 'Fish!', 'Who Moved My Cheese?' and 'Love 'em or Lose 'em: Employee Retention.'..."

The CA-Trainers Project's success proves that agencies working together can be of enormous value not just to individual agencies, but the whole of state government.

calendar of events

November

November 13-16, 2002

California School Library Association (CSLA), Annual Conference, Sacramento

November 15-18, 2002

California Library Association (CLA), Annual Conference, Sacramento

November 19, 2002

Library of California board meeting, Sacramento

2003

January

January 24-29, 2003

American Library Association (ALA) Midwinter Meeting, Philadelphia

March

March 6-8, 2003

Public Library Association Spring Symposium, Chicago

April

April 6-12, 2003

National Library Week

April 10-13, 2003

Association of College & Research Libraries (ACRL),
11th National Conference, Charlotte, North Carolina

May

May 2-7, 2003

Medical Library Association (MLA) Annual Conference, San Diego

June

June 7-12, 2003

Special Libraries Association (SLA) Annual Conference, New York City

June 19-25, 2003

American Library Association (ALA) Annual Conference, Toronto, Canada

July

July 12-16, 2003

American Association of Law Libraries (AALL), Annual Conference, Seattle

October

October 22-26, 2003

American Association of School Librarians (AASL)
National Conference, Kansas City, Missouri

November

November 15-17, 2003

California Library Association (CLA) Annual Conference, Ontario

CONNECTION

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Articles for inclusion in a
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Please submit articles or
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